

Sprint's Confirmation Number <<#349131-577004#>>

To whom it may concern: I have just received my Sprint bill, and I was surprised that I had received "local toll" charges on this bill. I didn't choose Sprint as my "local toll" provider. When the third party verifier had came on the line with me/Earthlink, the question was asked if I would want Sprint to be my "local toll" provider, and I had responded back with a NO. I had only chosen Sprint/Earthlink as my internet provider and "long distance" provider. After I had received my bill from Sprint, I had called Ameritech on 2/11/2003 to switch my "local toll" call plan back to Ameritech. Yes there is a difference between "local toll" and "long distance" and Ameritech is my "local" and "local toll" provider. I did not authorize Sprint to be my "local toll" provider and I have some concerns that my phone number had been "slammed" by Sprint. I had informed Sprint to adjust my current bill to reflect only internet charges, and no "local toll" charges.

Sincerely

Richard J. Mershon

2/12/2003

Here is Sprint's response. Since the third party verifier had recorded the verification, I would be interested for the FCC to review this recorded message.

Dear Mr. Mershon,

Thank you for your recent e-mail. I appreciate the opportunity to address your inquiry.

I do apologize. Our records indicate that your long distance order was verified through Third Party Verification for long distance and local toll service. I have cancelled the local toll service as of 02/13/03. I advise that you contact your local phone company and inform them of the changes made with your long distance account. I do apologize, however I will be unable to honor your request for an adjustment. We apologize for any inconvenience this has caused you.

We appreciate your business. If we can be of further assistance concerning your Sprint service, please visit us at <http://www.sprint.com>, or you may email us at customer.servicenet@mail.sprint.com.

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